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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2771

Appl. No. : 09/578,723

Examiner:

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner of Patents  
Washington, DC 20231

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56, §1.97-1.98, and supplemental to the Information Disclosure Statement filed on November 29, 2000, Applicants hereby call the following documents to the Examiner's attention:

U.S. Patent No. 5,793,368 to BEER, which issued on August 11, 1998;

Card, S.K.; Moran, T.P.; and Newell A. (1983). *The Psychology of Human-Computer Interaction*. Hillsdale, NJ: Lawrence Erlbaum;

Hart, S.G.; and Staveland, L.E. (1988). *Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research*. In P.A. Hancock and N. Meshkati (Eds.), *Human Mental Workload*. (pp. 139-183) Amsterdam: North-Holland;

John, B.E.; and Kieras, D.E. (1996). Using GOMS for User Interface Design and Evaluation: Which technique? *ACM Transactions on Computer-Human Interaction*, 3 (4). 287-319;

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Shingledecker, C.A. (1980). Operator Strategy: A Neglected Variable in Workload Assessment. *The American Psychological Association, Division 21 Symposium on "Mental Workload Measurement: The Theory Application Interface."* Montreal, Quebec, Canada: American Psychological Association.

Wei, Z.G. (1997). *Mental Load and Performance at Different Automation Levels*. The Netherlands: Delft University. Applicants particularly call the Examiner's attention to pages 28-38 of this document; and

Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental Workload Measurement in a Test and Evaluation Environment. *Human Factors*, 35 (2), 263-281.

Applicants respectfully request the Examiner to consider and cite the above-mentioned documents. Copies of these documents are attached and are listed on a PTO-1449 Form which is also attached hereto. The Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the same to Applicants with the next official communication in the present application to confirm consideration of this document.

Applicants note that an Office Action on the merits has not yet issued in the instant application. However, if an Office Action on the merits has issued, and is crossing in the mail with this statement, the undersigned hereby authorizes the Commissioner to charge any fee necessary for the consideration of this statement, including any payment under 37 C.F.R. §1.17(p), to be charged to Deposit Account No. 19-0089.

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Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed number.

Respectfully submitted,  
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April 12, 2001  
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